



CITY OF HAYWARD

AGENDA REPORT

AGENDA DATE 03/07/06

AGENDA ITEM 6

WORK SESSION ITEM _____

TO: Mayor and City Council

FROM: Director of Public Works

SUBJECT: Solid Waste and Recycling Services

RECOMMENDATION:

It is recommended that the City Council review and comment on the report, and receive comments from the public regarding desired services.

DISCUSSION:

As reported previously to Council, the City's Franchise Agreement with Waste Management of Alameda County (WMAC) will expire in May 2007. At its February 14, meeting, Council authorized a one-year extension to the Franchise Agreement to allow for an orderly transition to a new contractor. Additionally, the Council authorized the City Manager to continue negotiations with WMAC in the near term, in order to determine whether a mutually beneficial extension to the current Agreement could be agreed upon.

This report responds to the issues identified by Council at its February 14 meeting, and elaborates on the services described in the February 14 Council report. The comments received will be taken into account in negotiations with WMAC.

Current Services Overview

Single-family residents may recycle a wide variety of materials, including newspaper, cardboard, junk mail, and other mixed papers; food and beverage containers made of glass, metal and plastic; yard trimmings, including Christmas trees; and used motor oil and used motor oil filters. This service is very popular; about 65 percent of the residents set out recyclables every week. The amount of non-recyclable materials or residue collected is quite low – about 2 percent, based on reports submitted by the service provider, CurbCycle. Similarly, about 65 percent of single-family homes set out their yard trimmings cart each week, and residue levels are less than 1 percent, based on reports submitted by WMAC. The Franchise Agreement with WMAC requires that a customer service representative respond to all phone calls within 180 seconds. WMAC has met that provision in that a majority of the customers who call WMAC are able to talk with a customer service representative within 30 seconds, and all within 180 seconds.

Information Requests from Council

As was discussed during the February 14 Council meeting, a new State law requires that household batteries, fluorescent lamps, mercury thermometers and thermostats be safely recycled to remove hazardous waste prior to disposal. Jurisdictions in Alameda County typically rely on direct-mail literature or bill inserts to advise residents of these provisions, as well other information about solid-waste-related services. Information about safe disposal of these and other items containing hazardous materials was provided to Hayward residents as garbage bill inserts during Winter 2005 and Spring 2006. The literature referred residents to the Alameda County Household Hazardous Waste Program and included a phone number and web site for further information. WMAC staff has indicated that it will be developing a matrix of electronic and universal wastes that it will accept at its Davis Street Transfer Station. This may also be used as a bill insert to advise residents regarding proper disposal of these items.

A survey of other jurisdictions' services in Alameda County indicates that Alameda and Fremont offer drop-off of batteries and fluorescent lamps at the hauler's local office. Alameda residents may also arrange to have these items removed in conjunction with their bulky wastes removal services. Dublin offers an annual drop-off event for its residents, as well as curbside collection of batteries using a resident-provided clear, heavy-duty ziplock plastic bag, which is placed in the recyclables cart. All other jurisdictions, including Albany, the Castro Valley Sanitary District, Emeryville, Oakland, Livermore, Pleasanton, San Leandro, and Union City refer residents to the three household hazardous waste facilities managed by Alameda County.

Possible Service Enhancements

Improvements in recycling services for residents, businesses and institutions are needed in order to assure that the 50 percent diversion rate currently mandated by the State continues to be satisfied. Moreover, staff anticipates that further increases in the diversion rate may be required in Alameda County over the term of the new contract, based on discussions at the Waste Management Authority. For these reasons, the new contract will need to facilitate and expedite implementation of new diversion programs. The anticipated quantities collected from the proposed programs will not be comparable to existing residential programs because the materials targeted are more difficult to separate and may comprise a smaller portion of the current waste disposed.

1. Annual Residential Clean-Up Service: Improvements to the annual bulky waste pick up program are needed in order to remove all bulky waste on the scheduled appointment day, including improperly prepared but otherwise acceptable items, among other provisions. Doing so will provide cleaner neighborhoods by reducing the amounts of debris on sidewalks, and the potential for illegal dumping and scavenging. Staff from the City of Oakland has reported that these and other improvements were successfully implemented by WMAC in 2004.
2. Residential Recycling Services: Replacing the bins currently used by residents with two-wheeled carts is appropriate for several reasons. Carts afford larger capacity, have wheels allowing easy maneuverability, and the lid reduces litter. Placing the co-mingled recyclables into a cart is convenient in that residents need not separate recyclables, as is the current practice. In addition, co-mingled recyclables could help to reduce the

frequency of scavenging, though it is possible that scavengers might empty the carts and leave the unwanted items at the curb or in the street. Alameda, Dublin, Fremont, Oakland, and Union City report increases in tonnage of recyclables diverted of 10 to 20 percent, and residue levels of 10 to 15 percent. Staff will discuss with WMAC how to ensure residue levels are as low as possible in order to control costs.

Staff plans to review with WMAC ways to provide convenient services for residents in multi-family dwellings that are, as much as possible, comparable to single-family services.

3. Residential Food Waste Collection: A program to collect and recycle food waste will be evaluated to determine if its implementation is warranted.
4. Commercial Recyclables and Organics Collection: The Franchise Agreement with WMAC does not include any commercial recycling services. A concerted program to collect recyclables and organics (i.e., food and green waste) warrants consideration, since about 78 percent of the City's total disposed waste is generated by businesses, based on reports submitted by WMAC. In addition, as much as 40 percent of the waste generated by businesses consists of recyclable materials (e.g., paper, yard trimmings, food waste, and wood), based on a waste characterization survey conducted for StopWaste.Org. Such commercial recycling programs have been developed in several jurisdictions.
5. Alternatives to Current Collection Vehicles: Use of non-diesel collection vehicles will be evaluated. Staff will discuss WMAC's experiences with a variety of vehicles, including compressed natural gas, and liquefied natural gas, in order to assist in evaluating cost-effective and energy-efficient vehicles.
6. Contract Term for Collection and Disposal: A key issue to be considered will be the term of the contract. The last contract with WMAC was for ten years, including two one-year extensions at the City's sole discretion. More recent contracts in other Alameda County jurisdictions have had terms of between seven and ten years. Whatever term is selected, consideration will have to be given to new investment in equipment and containers, and a reasonable period in which to amortize the investment.

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for 
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